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July 8, 2020

VIA ELECTRONIC FILING

The Honorable Jocelyn G. Boyd
Chief Clerk/Executive Director
Public Service Commission of South Carolina
101 Executive Center Drive, Suite 100
Columbia, SC 29210

**Re: Self-Report
PSCSC Docket Number: 2011-158-E**

Dear Ms. Boyd:

I am writing to inform the Commission that certain Customer Information pertaining to two Duke Energy Progress, LLC's ("DEP" or the "Company") customers was disclosed in error in late January 2020 under the following circumstances:

1. On January 20, 2020, a customer in Florence, South Carolina ("Customer A") submitted an online ticket to start service at her residence. Customer A provided her full Social Security Number but entered the last digit incorrectly. The Social Security Number provided by Customer A matched the Social Security Number of an authorized person listed on another DEP customer's account ("Customer B"). As a result, the Customer Service representative who received the start service request merged the two accounts under Customer A's name.
2. Because the accounts were merged, Customer B received her monthly bill, but Customer A's name was listed on the bill. Additionally, Customer A received a notice of disconnection via text message meant for Customer B. The Company became aware of the incident when Customer A contacted Customer Service on January 31, 2020. The Customer Service representative advised Customer A to close the account, complete a fraud affidavit, and report the incident to law enforcement.
3. On February 4, 2020, a Customer Service supervisor corrected and separated the two accounts. The Company has offered both customers 12 months of free credit monitoring through Experian. The Customer Service representative who handled the start service request received coaching from a supervisor, and Call Services communicated this incident with other specialists.

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The North Carolina Code of Conduct was approved by the North Carolina Utilities Commission in its September 29, 2016 Order Approving Merger Subject to Regulatory Conditions and Code of Conduct, in Docket Nos. E-2, Sub 1095, E-7, Sub 1100 and G-9, Sub 682. It was further adopted, as applicable to South Carolina, via the Public Service Commission of South Carolina's Order No. 2016-772 dated November 2, 2016, and as updated in a filing made on October 9, 2018. The Code of Conduct contains several provisions relating to the disclosure of Customer Information. Customer Information means:

Non-public information or data specific to a Customer or a group of Customers, including, but not limited to, electricity consumption, natural gas consumption, load profile, billing history, or credit history that is or has been obtained or compiled by DEC, DEP or Piedmont in connection with the supplying of Electric Services or Natural Gas Services to that Customer or group of Customers.

If Customer Information is inappropriately disclosed, Section III(A)(2)(k) of the Code of Conduct provides the following:

Should any inappropriate disclosure of DEC, DEP or Piedmont Customer Information occur at any time, DEC, DEP or Piedmont shall promptly file a statement with the Commission describing the circumstances of the disclosure, the Customer Information disclosed, the results of the disclosure, and the steps taken to mitigate the effects of the disclosure and prevent future occurrences.

In addition, Regulatory Condition No. 14.4 provides that such statements should be filed with the Commission(s). Pursuant to this Regulatory Condition and the above-cited provisions of the Code of Conduct, and after recently completing its investigation into the facts, DEP is filing this letter, in an abundance of caution, to report that Customer Information has been inappropriately disclosed, under the circumstances described above.

DEP takes its obligation to protect Customer Information very seriously and acted as quickly as possible to rectify this situation. For the foregoing reasons, DEP regrets the error.

Sincerely,



Katie M. Brown

cc: Nanette Edwards, Office of Regulatory Staff
Dawn Hipp, Office of Regulatory Staff
Jeff Nelson, Office of Regulatory Staff
Andrew Bateman, Office of Regulatory Staff